

I am a hearing son of two deaf parents. All of us actively use video relay services and see its great potential. But the system is being hindered. VRS is not interoperable and this creates frustrations not only with the hard of hearing and hearing impaired, but with people like me. The multitude of ways to call people on videophone is more of a curse than a blessing. A video phone call should not have to be any harder than a regular phone call most of us are accustomed to. The only way this can happen is to allow interoperability in video relay services. Thank you for your time and consideration